

IDAHO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5	UBL - ADSL Qualified, %		98.71%		96.49%		98.36%		100%		a b c d
OP-5	UBL - DS1 Capable, %		97.14%	100%	86.08%	100%	91.29%	100%	93.51%	100%	a b c d
OP-5	UBL - DS3 Capable, %		100%	100%	92.31%	100%	100%		100%		a b c d
OP-5	UBL Analog, %		75.34%	99.68%	71.67%	99.56%	75.34%	98.90%	78.22%	99.18%	
OP-5	UBL ISDN Capable, %		100%	100%	90.16%	75.00%	95.56%	75.00%	89.66%	100%	a b c d
OP-5	UDIT Above DS1 Level, %		100%		92.31%		100%		100%		a b c d
OP-5	UDIT DS1, %		97.14%		86.08%		91.29%		93.51%		a b c d
OP-5	UNE-P, POTS, %		90.83%	81.00%	89.52%	89.90%	91.14%	84.78%	92.05%	94.59%	
OP-5	UNE-P, Centrex, %		73.08%		63.16%		85.71%		92.59%		a b c d
OP-5	UNE-P, Centrex 21, %		75.44%		69.35%		94.17%		94.57%	100%	a b c d
OP-5*	Basic Rate ISDN, %		100%		93.44%		97.78%				a b c d
OP-5*	Business, %		91.90%	100%	88.68%	83.33%	90.20%	100%			a b d
OP-5*	Centrex 21, %		80.70%	100%	77.42%	100%	95.63%				a b c d
OP-5*	Centrex, %		80.77%		73.68%		95.24%				a b c d
OP-5*	DS0, %		100%		33.33%		60.00%				a b c d
OP-5*	DS1, %		98.86%	0%	89.18%		97.10%				a b c d
OP-5*	DS3, %		100%		100%		100%				a b c d
OP-5*	E911, %				100%		100%				a b c d
OP-5*	EELs, %			80.00%		83.33%		90.00%			d
OP-5*	Frame Relay, %		98.15%		94.59%		100%				a b c d
OP-5*	ISDN Primary, %		100%		100%		100%	100%			a b c d
OP-5*	Line Sharing, %		92.47%	100%	91.06%	100%	92.56%	100%			a b c d
OP-5*	LIS Trunk, %		100%	100%	93.33%	100%	100%	100%			a b d
OP-5*	PBX, %		79.17%	100%	92.00%	100%	85.19%				a b c d
OP-5*	Qwest DSL, %		99.80%	100%	99.92%		99.83%				a b c d
OP-5*	Residence, %		92.54%	98.63%	91.31%	97.04%	92.79%	97.45%			d
OP-5*	UBL - 2-wire, %		100%	100%	93.44%	100%	97.78%	100%			d
OP-5*	UBL - 4-wire, %		98.86%		89.18%		97.10%				a b c d
OP-5*	UBL - ADSL Qualified, %		98.71%		99.42%		98.91%				a b c d
OP-5*	UBL - DS1 Capable, %		98.86%	100%	89.18%	100%	97.10%	100%			a b c d
OP-5*	UBL - DS3 Capable, %		100%	100%	100%	100%	100%				a b c d
OP-5*	UBL Analog, %		79.75%	100%	75.83%	99.56%	79.28%	99.56%			d
OP-5*	UBL ISDN Capable, %		100%	100%	93.44%	100%	97.78%	75.00%			a b c d
OP-5*	UDIT Above DS1 Level, %		100%		100%		100%				a b c d
OP-5*	UDIT DS1, %		98.86%		89.18%		97.10%				a b c d

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OP-5*	UNE-P, POTS, %		92.47%	86.00%	91.06%	90.91%	92.56%	85.87%			d
OP-5*	UNE-P, Centrex, %		80.77%		73.68%		95.24%				a b c d
OP-5*	UNE-P, Centrex 21, %		80.70%		77.42%		95.63%				a b c d
OP-6A	Delayed Days for Non-Facility Reasons										
OP-6A	Basic Rate ISDN, Avg Days	D	22.50				67.00				a b c d
OP-6A	Basic Rate ISDN, Avg Days		23.22						10.50		a b c d
OP-6A	Business, Avg Days	D	8.21		5.86		4.83		5.63		a b c d
OP-6A	Business, Avg Days	ND	3.00		4.00				3.33		a b c d
OP-6A	Centrex 21, Avg Days	D	1.50		15.67		3.00		9.00		a b c d
OP-6A	Centrex 21, Avg Days	ND	2.50				2.00				a b c d
OP-6A	Centrex, Avg Days	D	1.00						4.00		a b c d
OP-6A	DS0, Avg Days	D	14.00								a b c d
OP-6A	DS0, Avg Days	ND									a b c d
OP-6A	DS0, Avg Days		5.80		18.33		55.25		9.00		a b c d
OP-6A	DS1, Avg Days		12.04		11.74		21.38		19.11		a b c d
OP-6A	DS3, Avg Days		38.00		1.00				7.67		a b c d
OP-6A	E911, Avg Days				37.00						a b c d
OP-6A	EELs, Avg Days			3.00		10.00		4.00		4.00	a b c d
OP-6A	Frame Relay, Avg Days		17.00		12.30		6.67		9.50		a b c d
OP-6A	ISDN Primary, Avg Days	D	42.00								a b c d
OP-6A	ISDN Primary, Avg Days	ND			20.00						a b c d
OP-6A	ISDN Primary, Avg Days				12.41		26.46	1.33	28.23		a b c d
OP-6A	Line Sharing, Avg Days	D	6.97		4.41		4.22		4.93		a b c d
OP-6A	Line Sharing, Avg Days	ND	14.50		5.67		2.90		4.23		a b c d
OP-6A	LIS Trunk, Avg Days					13.00		1.00			a b c d
OP-6A	PBX, Avg Days	D	1.00		16.00						a b c d
OP-6A	PBX, Avg Days	ND							10.00		a b c d
OP-6A	PBX, Avg Days		12.57		13.00		15.40		16.50		a b c d
OP-6A	Qwest DSL, Avg Days	D	3.33		2.55		3.63		2.64		a b c d
OP-6A	Qwest DSL, Avg Days	ND			4.71		3.00		31.00		a b c d
OP-6A	Residence, Avg Days	D	6.26		3.73	2.00	3.68		4.42	4.00	a b c d
OP-6A	Residence, Avg Days	ND	15.18		5.76		2.90		4.37		a b c d
OP-6A	UBL - 2-wire, Avg Days		23.09				67.00		10.50	4.00	a b c d
OP-6A	UBL - 4-wire, Avg Days		12.04		11.74		21.38		19.11		a b c d
OP-6A	UBL - ADSL Qualified, Avg Days		3.33		2.55		3.63		2.64		a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-6A	UBL - DS1 Capable, Avg Days		12.04		11.74		21.38	1.00	19.11		a b c d
OP-6A	UBL - DS3 Capable, Avg Days		38.00	8.00	1.00				7.67		a b c d
OP-6A	UBL Analog, Avg Days	D	6.97								a b c d
OP-6A	UBL Analog, Avg Days		6.97		4.41	3.00	4.22	3.00	4.93	4.06	a b c
OP-6A	UBL ISDN Capable, Avg Days		23.09	1.00			67.00		10.50	4.00	a b c d
OP-6A	UDIT Above DS1 Level, Avg Days		38.00		1.00				7.67		a b c d
OP-6A	UDIT DS1, Avg Days		12.04		11.74		21.38		19.11		a b c d
OP-6A	UNE-P, POTS, Avg Days	D	6.97		4.41	1.50	4.22		4.93	4.67	a b c d
OP-6A	UNE-P, POTS, Avg Days	ND	14.50		5.67		2.90	1.00	4.23		a b c d
OP-6A	UNE-P, Centrex, Avg Days	D	1.00						4.00		a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	D	1.50		15.67		3.00		9.00		a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	ND	2.50				2.00				a b c d
OP-6B	Delayed Days for Facility Reasons										
OP-6B	Basic Rate ISDN, Avg Days						3.00				a b c d
OP-6B	Business, Avg Days	D	11.71		11.15		15.71		12.13		a b c d
OP-6B	Business, Avg Days	ND			16.50						a b c d
OP-6B	Centrex 21, Avg Days	D	8.33		8.67		5.00		1.50		a b c d
OP-6B	Centrex, Avg Days	D	13.00								a b c d
OP-6B	DS0, Avg Days				27.00						a b c d
OP-6B	DS1, Avg Days		46.67				9.33		20.83		a b c d
OP-6B	DS3, Avg Days								1.00		a b c d
OP-6B	Frame Relay, Avg Days						2.00		24.60		a b c d
OP-6B	Line Sharing, Avg Days	D	8.84		7.80		10.07		10.22		a b c d
OP-6B	Line Sharing, Avg Days	ND	4.86		8.86		6.17		2.67		a b c d
OP-6B	Qwest DSL, Avg Days	D							8.00		a b c d
OP-6B	Qwest DSL, Avg Days	ND							2.00		a b c d
OP-6B	Residence, Avg Days	D	8.11	8.75	7.08		8.12	11.00	9.73	6.00	a b c d
OP-6B	Residence, Avg Days	ND	4.86		5.80		6.17		2.67		a b c d
OP-6B	UBL - 2-wire, Avg Days						3.00				a b c d
OP-6B	UBL - 4-wire, Avg Days		46.67				9.33		20.83		a b c d
OP-6B	UBL - ADSL Qualified, Avg Days								8.00		a b c d
OP-6B	UBL - DS1 Capable, Avg Days		46.67				9.33		20.83		a b c d
OP-6B	UBL - DS3 Capable, Avg Days								1.00		a b c d
OP-6B	UBL Analog, Avg Days	D	8.84								a b c d
OP-6B	UBL Analog, Avg Days		8.84		7.80		10.07		10.22		a b c d

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OP-6B	UBL ISDN Capable, Avg Days						3.00				a b c d
OP-6B	UDIT Above DS1 Level, Avg Days								1.00		a b c d
OP-6B	UDIT DS1, Avg Days		46.67				9.33		20.83		a b c d
OP-6B	UNE-P, POTS, Avg Days	D	8.84	11.00	7.80	7.00	10.07	2.33	10.22	35.00	a b c d
OP-6B	UNE-P, POTS, Avg Days	ND	4.86		8.86		6.17		2.67		a b c d
OP-6B	UNE-P, Centrex, Avg Days	D	13.00								a b c d
OP-6B	UNE-P, Centrex 21, Avg Days	D	8.33		8.67		5.00		1.50		a b c d
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop										
OP-7	Analog, Hrs:Min			0:02		0:02		0:03		0:02	
OP-7	Other, Hrs:Min										a b c d
OP-8	Number Portability Timeliness										
OP-8B	LNP, %			100%		100%		100%		100%	
OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%			98.92%		98.62%		100%		99.85%	
OP-13	Coordinated Cuts - Unbundled Loop										
OP-13A	Completed on Time, UBL - Analog, %			96.30%		100%		100%		100%	
OP-13A	Completed on Time, UBL Other, %			100%		100%		100%		100%	a b c d
OP-13B	Started Without CLEC Approval, UBL - Analog, %			0%		0%		0%		0%	
OP-13B	Started Without CLEC Approval, UBL Other, %			0%		0%		0%		0%	a b c d
OP-15A	Interval for Pending Orders Delayed Past Due Date										
OP-15A	Basic Rate ISDN, Avg Days		132.67		158.88		156.00		239.00		a b c d
OP-15A	Business, Avg Days		84.96		87.08		92.52		97.33		a b c d
OP-15A	Centrex 21, Avg Days		61.77		56.00		66.71		96.08		a b c d
OP-15A	Centrex, Avg Days		129.63		162.67		173.56		173.50		a b c d
OP-15A	DS0, Avg Days		26.00						2.00		a b c d
OP-15A	DS1, Avg Days		71.52		44.46		63.91		78.84		a b c d
OP-15A	DS3, Avg Days		74.50		15.00		47.00		6.00		a b c d
OP-15A	EELs, Avg Days							0.67			a b c d
OP-15A	Frame Relay, Avg Days		24.00		21.89		14.43		9.00		a b c d
OP-15A	ISDN Primary, Avg Days		19.25		3.95		24.00				a b c d
OP-15A	PBX, Avg Days		132.00		79.00		59.75		109.50		a b c d
OP-15A	Residence, Avg Days		80.37	253.25	84.37	362.33	94.10	171.43	103.05	6.33	a b c d
OP-15A	UBL - 2-wire, Avg Days		132.67		158.88		156.00		239.00		a b c d
OP-15A	UBL - 4-wire, Avg Days		71.52		44.46		63.91		78.84		a b c d
OP-15A	UBL - DS1 Capable, Avg Days		71.52		44.46		63.91	13.00	78.84		a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-15A	UBL - DS3 Capable, Avg Days		74.50		15.00		47.00		6.00		a b c d
OP-15A	UBL Analog, Avg Days		76.73		82.03		93.15	2.31	106.01	13.00	a b d
OP-15A	UBL ISDN Capable, Avg Days		132.67		158.88		156.00		239.00		a b c d
OP-15A	UDIT Above DS1 Level, Avg Days		74.50		15.00		47.00		6.00		a b c d
OP-15A	UDIT DS1, Avg Days		71.52		44.46		63.91		78.84		a b c d
OP-15A	UNE-P, POTS, Avg Days		81.40	55.50	84.96	66.33	93.75	54.40	101.84	108.50	a b c d
OP-15A	UNE-P, Centrex, Avg Days		129.63		162.67		173.56		173.50		a b c d
OP-15A	UNE-P, Centrex 21, Avg Days		61.77		56.00		66.71		96.08		a b c d
OP-15B	Pending Orders Delayed for Facilities Reasons										
OP-15B	Basic Rate ISDN		0		0		1		1		a b c d
OP-15B	Business		42		40		39		37		a b c d
OP-15B	Centrex 21		3		3		1		1		a b c d
OP-15B	Centrex		2		2		2		1		a b c d
OP-15B	DS0		2						0		a b c d
OP-15B	DS1		4		12		13		8		a b c d
OP-15B	DS3		0		0		0		0		a b c d
OP-15B	EELs							0			a b c d
OP-15B	Frame Relay		1		1		5		1		a b c d
OP-15B	ISDN Primary		1		0		19				a b c d
OP-15B	PBX		0		0		1		0		a b c d
OP-15B	Residence		124	0	154	1	147	1	139	1	a b c d
OP-15B	UBL - 2-wire		0		0		1		1		a b c d
OP-15B	UBL - 4-wire		4		12		13		8		a b c d
OP-15B	UBL - DS1 Capable		4		12		13	0	8		a b c d
OP-15B	UBL - DS3 Capable		0		0		0		0		a b c d
OP-15B	UBL Analog		114		129		114	14	118	3	a b c d
OP-15B	UBL ISDN Capable		0		0		1		1		a b c d
OP-15B	UDIT Above DS1 Level		0		0		0		0		a b c d
OP-15B	UDIT DS1		4		12		13		8		a b c d
OP-15B	UNE-P, POTS		166	3	194	2	186	3	176	0	a b c d
OP-15B	UNE-P, Centrex		2		2		2		1		a b c d
OP-15B	UNE-P, Centrex 21		3		3		1		1		a b c d
OP-17	Timeliness of Disconnects associated with LNP Orders										
OP-17A	LNP, %			100%		100%		100%		100%	
OP-17B	LNP, %			100%		100%		100%		100%	

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OPERATOR SERVICES											
OS-1	Speed of Answer - Operator Services										
OS-1	Average Seconds		9.26		9.86		8.92		8.69		a b c d
PRE-ORDER/ORDER											
PO-1	Pre-Order/Order Response Times										
PO-1A-1(a)	Appt. Sched, GUI Req, Avg Sec			0.55		0.57		0.55		0.56	
PO-1A-1(b-c)	Appt. Sched, GUI Resp/Accept, Avg Sec			2.44		2.6		2.24		1.77	
PO-1A-1Total	Appt. Sched, GUI Aggr, Avg Sec			2.99		3.17		2.79		2.33	
PO-1A-2(a)	Service Avail, GUI Req, Avg Sec			0.51		0.52		0.51		0.5	
PO-1A-2(b)	Service Avail, GUI Resp, Avg Sec			5.66		6.11		6.37		6.75	
PO-1A-2Total	Service Avail, GUI Aggr, Avg Sec			6.17		6.63		6.89		7.25	
PO-1A-3(a)	Facility Check, GUI Req, Avg Sec			0.7		0.72		0.7		0.7	
PO-1A-3(b)	Facility Check, GUI Resp, Avg Sec			7.41		7.73		7.63		7.48	
PO-1A-3Total	Facility Check, GUI Aggr, Avg Sec			8.11		8.45		8.33		8.18	
PO-1A-4(a)	Address Validation, GUI Req, Avg Sec			1.3		1.32		1.34		1.31	
PO-1A-4(b)	Address Validation, GUI Resp, Avg Sec			4.64		4.65		4.67		5.1	
PO-1A-4Total	Address Validation, GUI Aggr, Avg Sec			5.94		5.97		6.01		6.41	
PO-1A-5(a)	Get CSR, GUI Req, Avg Sec			0.69		0.74		0.72		0.7	
PO-1A-5(b)	Get CSR, GUI Resp, Avg Sec			6.55		5.79		5.82		5.59	
PO-1A-5Total	Get CSR, GUI Aggr, Avg Sec			7.23		6.53		6.54		6.28	
PO-1A-6(a)	TN Reserv, GUI Req, Avg Sec			0.79		0.82		0.8		0.79	
PO-1A-6(b)	TN Reserv, GUI Resp, Avg Sec			4.45		4.91		4.69		4.5	
PO-1A-6(c)	TN Reserv, GUI Accept, Avg Sec			0.65		0.74		0.71		0.66	
PO-1A-6Total	TN Reserv, GUI Aggr, Avg Sec			5.89		6.47		6.2		5.94	
PO-1A-7(a)	Loop Qual Tools, GUI Req, Avg Sec			0.95		0.98		0.96		1.05	
PO-1A-7(b)	Loop Qual Tools, GUI Resp, Avg Sec			8.73		8.09		7.9		5.75	
PO-1A-7Total	Loop Qual Tools, GUI Aggr, Avg Sec			9.68		9.07		8.86		6.8	
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec			0.9		0.98		0.91		0.91	
PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec			5.51		6.66		6.09		5.63	
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggr, Avg Sec			6.41		7.64		7		6.54	
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec			0.44		0.44		0.47		0.44	
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec			17.83		18.14		14.1		8.25	
PO-1A-9Total	Connecting Facility Assign, GUI Aggr, Avg Sec			18.28		18.58		14.56		8.69	
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec			0.48		0.48		0.48		0.47	
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec			19.85		19.95		13.51		4.87	

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-1A-10Total	Meet Point Inquiry, GUI Aggr, Avg Sec			20.34		20.43		14		5.34	
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec			4.77		4.55		3.99		3.55	
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec			6.32		6.09		6.23		6.61	
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec			6.38		5.73		6.75		7.33	
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec			3.11		2.47		2.52		2.88	
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec			3.43		2.01		2.6		2.66	
PO-1B-6	TN Reserv, EDI Req/Resp, Avg Sec			5.41		5.52		5.06		5.18	
PO-1B-7	Loop Qual Tools, EDI Req/Resp, Avg Sec			9.23		8.64		9.67		7.24	
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec			6.31		6.11		5.16		5.74	
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec			18.12		16.97		12.37		8.03	
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec			20.77		20.29		13.09		5.41	
PO-1C-1	Timeout, GUI Total, %			0.05%		0.10%		0.02%		0.04%	
PO-1C-2	Timeout, EDI Total, %			0.07%		0%		0.02%		0.24%	
PO-1D-1	Rejected Query, GUI Total, Avg Sec			1.46		1.57		1.36		1.34	
PO-1D-2	Rejected Query, EDI Total, Avg Sec			2.84		3.15		2.15		1.84	
PO-2	Electronic Flow-through										
PO-2A-1	GUI, LNP, %			20.59%		21.05%		15.79%		20.00%	
PO-2A-1	GUI, Resale Aggr w/o UNE-P-POTS, %			76.45%		86.22%		79.03%		40.36%	
PO-2A-1	GUI, UBL Aggr, %			46.03%		68.18%		10.42%		30.43%	
PO-2A-1	GUI, UNE-P, POTS, %			80.30%		69.61%		81.36%		74.07%	
PO-2A-2	EDI, LNP, %			0%		0%		50.00%		0%	a b c d
PO-2A-2	EDI, Resale Aggr w/o UNE-P-POTS, %			71.67%		67.78%		65.19%		63.79%	
PO-2A-2	EDI, UBL Aggr, %			43.17%		51.70%		57.01%		58.67%	
PO-2A-2	EDI, UNE-P, POTS, %			69.47%		59.63%		60.91%		56.13%	
PO-2B-1	All Eligible LSRs, GUI, LNP, %			77.78%		80.00%		75.00%		80.00%	a b c d
PO-2B-1	All Eligible LSRs, GUI, POTS Resale, %			99.00%		95.57%		96.08%		47.18%	
PO-2B-1	All Eligible LSRs, GUI, UBL Aggr, %			96.67%		93.75%		83.33%		100%	c d
PO-2B-1	All Eligible LSRs, GUI, UNE-P, POTS, %			97.25%		93.42%		97.96%		88.89%	
PO-2B-2	All Eligible LSRs, EDI, LNP, %			0%				100%			a b c d
PO-2B-2	All Eligible LSRs, EDI, POTS Resale, %			95.56%		95.04%		96.54%		94.87%	
PO-2B-2	All Eligible LSRs, EDI, UBL Aggr, %			91.59%		89.66%		85.51%		91.03%	
PO-2B-2	All Eligible LSRs, EDI, UNE-P, POTS, %			94.74%		88.46%		94.37%		90.63%	
PO-3	LSR Rejection Notice Interval										
PO-3A-1	GUI - Manual Reject, Product Aggr, Hrs:Min			5:52		2:13		6:04		2:18	
PO-3A-2	GUI - Auto-Reject, Product Aggr, Min:Sec			00:04		00:04		00:03		00:03	

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IDAHO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-3B-1	EDI - Manual Reject, Product Aggr, Hrs:Min			1:18		1:28		1:49		3:19	
PO-3B-2	EDI - Auto-Reject, Product Aggr, Min:Sec			00:06		00:06		00:05		00:05	
PO-3C	Manual and IIS, Product Aggr, Hrs:Min			14:12		13:08		22:14		5:33	
PO-4	LSRs Rejected										
PO-4A-1	GUI - Manual Reject, Product Aggr, %			4.36%		2.25%		2.41%		2.20%	
PO-4A-2	GUI - Auto-Reject, Product Aggr, %			31.30%		32.17%		31.07%		31.56%	
PO-4B-1	EDI - Manual Reject, Product Aggr, %			8.19%		4.46%		4.57%		4.67%	
PO-4B-2	EDI - Auto-Reject, Product Aggr, %			24.11%		24.10%		20.28%		20.79%	
PO-4C	Facsimile, Product Aggr, %			36.21%		26.79%		41.67%		39.22%	
PO-5	Firm Order Confirmations (FOCs) On Time										
PO-5A-1(a)	Fully Electronic, GUI, Resale Aggr, %			100%		100%		100%		100%	
PO-5A-1(b)	Fully Electronic, GUI, UBL Aggr, %			100%		100%		100%		100%	c d
PO-5A-1(c)	Fully Electronic, GUI, LNP, %			100%		100%		100%		100%	a b c d
PO-5A-2(a)	Fully Electronic, EDI, Resale Aggr, %			99.27%		99.79%		100%		100%	
PO-5A-2(b)	Fully Electronic, EDI, UBL Aggr, %			98.77%		99.41%		100%		100%	
PO-5A-2(c)	Fully Electronic, EDI, LNP, %							100%			a b c d
PO-5B-1(a)	Elec/Manual, GUI, Resale Aggr, %			100%		100%		94.12%		100%	
PO-5B-1(b)	Elec/Manual, GUI, UBL Aggr, %			100%		92.86%		97.22%		100%	
PO-5B-1(c)	Elec/Manual, GUI, LNP, %			100%		100%		100%		100%	
PO-5B-2(a)	Elec/Manual, EDI, Resale Aggr, %			99.38%		99.24%		100%		98.81%	
PO-5B-2(b)	Elec/Manual, EDI, UBL Aggr, %			100%		100%		99.31%		99.09%	
PO-5B-2(c)	Elec/Manual, EDI, LNP, %			100%		100%		100%		100%	a b c d
PO-5C-(a)	Manual, Resale Aggr, %			87.50%		93.33%		84.62%		100%	
PO-5C-(b)	Manual, UBL Aggr, %							100%			a b c d
PO-5C-(c)	Manual, LNP, %			100%		100%		83.33%		100%	b c d
PO-5D	LIS Trunk, %			100%		100%		100%		100%	a b c d
PO-6	Work Completion Notification Timeliness										
PO-6A	IMA - GUI, All, Hrs:Min			0:21		0:58		1:18		1:24	
PO-6B	IMA - EDI, All, Hrs:Min			0:17		0:55		1:10		0:28	
PO-7	Billing Completion Notification Timeliness										
PO-7A-C	IMA - GUI, All, %		97.32%	99.32%	98.24%	99.60%	98.43%	100%	98.45%	100%	
PO-7B-C	IMA - EDI, All, %		97.32%		98.24%		98.43%		98.45%		a b c d
PO-8	Jeopardy Notice Interval										
PO-8A	Non-Designed Services, Avg Days		4.06	1.50	4.74	3.67	6.25		5.25	3.00	a b c d
PO-8B	UBLs and LNP, Avg Days		4.06	3.40	4.74	3.00	6.25	5.75	5.25	3.77	a b c

IDAHO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-8D	UNE-P, POTS, Avg Days		4.06	1.00	4.74	2.40	6.25	8.33	5.25	5.00	a b c d
PO-9	Timely Jeopardy Notices										
PO-9A	Non-Designed Services, %		25.30%	0%	30.95%	0%	26.64%	0%	27.80%	0%	a b c d
PO-9B	UBLs and LNP, %		25.30%	0%	30.95%	0%	26.64%	50.00%	27.80%	14.29%	a c d
PO-9C	LIS Trunk, %		0%								a b c d
PO-9D	UNE-P, POTS, %		25.30%	0%	30.95%	20.00%	26.64%	0%	27.80%	66.67%	a b c d
PO-10	LSR Accountability										
PO-10	Product Aggr, %			100%		100%		100%		100%	
PO-15	Number of Due Date Changes per Order										
PO-15	All, Avg Days		0.05	0.10	0.05	0.14	0.03	0.15	0.03	0.09	
PO-16	Timely Release Notifications										
PO-16	Default, %					100%		100%		100%	a b c d
PO-19	Stand-Alone Test Environment (SATE) Accuracy										
PO-19	SATE Accuracy, %			98.95%							b c d
PO-19A	SATE Accuracy, Rel. 10.0, %					100%		98.45%		98.45%	a
PO-19A	SATE Accuracy, Rel. 8.0, %					100%		99.47%		98.94%	a
PO-19A	SATE Accuracy, Rel. 9.0, %					99.47%		100%		98.94%	a
PO-19A	SATE Accuracy, Rel. VICKI, %					100%		100%		100%	a
PO-19B	SATE Accuracy, %					99.16%					a c d
PO-20	Manual Service Order Accuracy										
PO-20	POTS Resale, %			90.25%		90.58%		92.78%		96.88%	
PO-20	UBL Aggr, %			96.46%		95.20%		95.16%		94.42%	

Metric Number:

* = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party.

DR: Disaggregation Reporting

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State Level

Notes:

a = Sample size less than or equal to 10 in **June** 2002

b = Sample size less than or equal to 10 in **July** 2002

c = Sample size less than or equal to 10 in **August** 2002

d = Sample size less than or equal to 10 in **September** 2002

Appendix D

Iowa Performance Metrics

The data in this appendix are taken from Qwest November 15 En Parte Letter Attach. 1 (Statewide Average Performance Summary, CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002). This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRIC CATEGORIES

Metric Number	Metric Name	Metric Number	Metric Name
Billing		Network Performance	
BI-1	Time to Provide Recorded Usage Records	NI-1	Trunk Blocking
BI-2	Invoices Delivered within 10 Days	NP-1	NXX Code Activation
BI-3	Billing Accuracy - Adjustments for Errors	Order Accuracy	
BI-4	Billing Completeness	OA-1	Order Accuracy, Default %
BI-5	Billing Accuracy & Claims Processing	Ordering and Provisioning	
Collocation		OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Ctr
CP-1	Collocation Completion Interval	OP-3	Installation Commitments Met
CP-2	Collocations Completed within Scheduled Intervals	OP-4	Installation Interval
CP-3	Collocation Feasibility Study Interval	OP-5	New Service Installation Quality
CP-4	Collocation Feasibility Study Commitments Met	OP-6A	Delayed Days for Non-Facility Reasons
Directory Assistance		OP-6B	Delayed Days for Facility Reasons
DA-1	Speed of Answer - Directory Assistance	OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
Database Updates		OP-8	Number Portability Timeliness
DB-1	Time to Update Databases	OP-13	Coordinated Cuts - Unbundled Loop
DB-2	Accurate Database Updates	OP-15A	Interval for Pending Orders Delayed
Electronic Gateway Availability		OP-15B	Number of Pending Orders Delayed for Facility Reasons
GA-1	Gateway Availability - IMA-GUI	OP-17	Timeliness of Disconnects Associated with LNP Orders
GA-2	Gateway Availability - IMA-EDI	Operator Services	
GA-3	Gateway Availability - EB-TA	OS-1	Speed of Answer - Operator Services
GA-4	System Availability - EXACT	Pre-Order/Order	
GA-6	Gateway Availability - GUI - Repair	PO-1	Pre-Order/Order Response Times
GA-7	Timely Outage Resolution Following Software Releases	PO-2	Electronic Flow-through
Maintenance and Repair		PO-3	LSR Rejection Notice Interval
MR-2	Calls Answered within 20 Seconds - Interconnect Repair Ctr	PO-4	LSRs Rejected
MR-3	Out of Service Cleared within 24 Hours	PO-5	Firm Order Confirmations (FOCs) On Time
MR-4	All Troubles Cleared within 48 Hours	PO-6	Work Completion Notification Timeliness
MR-5	All Troubles Cleared within 4 Hours	PO-7	Billing Completion Notification Timeliness
MR-6	Mean Time to Restore	PO-8	Jeopardy Notice Interval
MR-7	Repair Repeat Report Rate	PO-9	Timely Jeopardy Notices
MR-8	Trouble Rate	PO-10	LSR Accountability
MR-9	Repair Appointments Met	PO-15	Number of Due Date Changes per Order
MR-10	Customer and Non-Qwest Related Trouble Reports	PO-16	Timely Release Notifications
MR-11	LNP Trouble Reports Cleared within 24 Hours	PO-19	Stand-Alone Test Environment (SATE) Accuracy
		PO-20	Manual Service Order Accuracy

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IOWA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
BILLING											
BI-1	Time to Provide Recorded Usage Records										
BI-1A	UNEs and Resale Aggr, Avg Days		4.91	1.71	5.51	1.85	4.93	1.66	3.98	1.32	
BI-1B	Jointly-provided Switched Access, %			91.09%		100%		100%		100%	
BI-1C-1	[CAT11], UNEs and Resale Aggr, Avg Days		4.91	1.53	5.51	1.61	4.93	1.45	3.98	1.20	
BI-1C-2	[CAT10], UNEs and Resale Aggr, Avg Days		4.91	1.94	5.51	2.16	4.93	1.93	3.98	1.48	
BI-2	Invoices Delivered within 10 Days										
BI-2	All, %			100%		100%		100%		100%	
BI-3	Billing Accuracy - Adjustments for Errors										
BI-3A	UNEs and Resale Aggr, %		99.32%	99.28%	99.58%	99.71%	99.36%	93.91%	99.21%	97.98%	
BI-4	Billing Completeness										
BI-4A	UNEs and Resale Aggr, %		88.79%	88.52%	97.36%	95.63%	98.03%	97.42%	90.04%	89.86%	
BI-5	Billing Accuracy & Claims Processing										
BI-5A	Acknowledgment, All, %			91.30%		89.52%		100%		99.70%	
BI-5B	Resolution, All, %			90.18%		74.66%		96.38%		100%	
COLLOCATION											
CP-1	Collocation Completion Interval										
CP-1A	90 Calendar Days or Less, All, Avg Days			51.50							a b c d
CP-1B	91 to 120 Calendar Days, All, Avg Days			63.00				92.00		110.00	a b c d
CP-1C	121 to 150 Calendar Days, All, Avg Days			106.00		119.00					a b c d
CP-2	Collocations Completed within Scheduled Intervals										
CP-2B	Non-Forecasted & Late Forecasted , All, %			100%				100%		100%	a b c d
CP-2C	w/ Intervals Longer than 120 Days, All, %			100%		100%					a b c d
CP-3	Collocation Feasibility Study Interval										
CP-3	All, Avg Days			6.50				10.00		9.67	a b c d
CP-4	Collocation Feasibility Study Commitments Met										
CP-4	All, %			100%				100%		100%	a b c d
DIRECTORY ASSISTANCE											
DA-1	Speed of Answer - Directory Assistance										
DA-1	Average Seconds		10.62		8.67		8.78		8.33		a b c d
DATABASE UPDATES											
DB-1	Time to Update Databases										
DB-1A	E911, Hrs:Min			2:02		0:52		0:55		1:47	

IOWA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
DB-1B	LIDB, Avg Sec			1.47		1.32		1.26		1.27	
DB-1C-1	Directory Listing, Avg Sec			0.07		0.06		0.09		0.13	
DB-2 Accurate Database Updates											
DB-2C-1	Directory Listing, %			95.79%		95.52%		95.39%		95.01%	
ELECTRONIC GATEWAY AVAILABILITY											
GA-1A	IMA-GUI, All, %			99.93%		100%		98.75%		100%	
GA-1B	IMA-GUI, Fetch-n-Stuff, %			100%		100%		100%		100%	
GA-1C	IMA-GUI, Data Arbiter, %			100%		100%		99.96%		100%	
GA-1D	IMA-GUI, SIA, %			100%		99.55%		100%		99.95%	
GA-2	IMA-EDI, %			99.93%		100%		98.26%		99.80%	
GA-3	EB-TA, %			100%		99.54%		99.31%		99.94%	
GA-4	EXACT, %			99.93%		100%		100%		100%	
GA-6	GUI - Repair, %			100%		99.50%		99.92%		100%	
GA-7	Timely Outage Resolution following Software Releases, %							100%			a b c d
MAINTENANCE AND REPAIR											
MR-2 Calls Answered within Twenty Seconds - Interconnect Repair Center											
MR-2	All, %			78.59%	80.32%	78.57%	78.71%	84.85%	87.02%	86.24%	85.75%
MR-3 Out of Service Cleared within 24 Hours											
MR-3	Basic Rate ISDN, %	D		100%		100%		100%		90.48%	a b c d
MR-3	Basic Rate ISDN, %	ND		100%		100%		100%		97.06%	a b c d
MR-3	Business, %	D		86.42%	100%	85.43%		82.21%	75.00%	86.36%	100% a b c d
MR-3	Business, %	ND		98.14%	100%	94.97%	100%	93.94%	100%	94.29%	a b c d
MR-3	Centrex 21, %	D		82.56%	100%	88.00%	100%	76.04%	66.67%	85.53%	100% a b c d
MR-3	Centrex 21, %	ND		100%	100%	97.14%	100%	95.65%		100%	100% a b c d
MR-3	Centrex, %	D		78.95%		85.19%		80.00%		90.00%	a b c d
MR-3	Centrex, %	ND		100%		80.00%		100%		100%	a b c d
MR-3	Line Sharing, %	D		83.10%	100%	85.45%		78.14%		87.44%	a b c d
MR-3	Line Sharing, %	ND		95.69%		95.98%	100%	93.12%		97.25%	a b c d
MR-3	PBX, %	D		69.23%		86.67%		73.08%		85.71%	a b c d
MR-3	PBX, %	ND		100%	100%	100%	100%	100%	100%	91.67%	100% a b c d
MR-3	Qwest DSL, %			84.62%		86.02%		89.12%		89.74%	a b c d
MR-3	Residence, %	D		82.81%	81.71%	85.45%	83.02%	77.79%	83.06%	87.53%	88.37%

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-3	Residence, %	ND	95.45%	100%	96.08%	100%	93.05%	100%	97.54%	93.75%	
MR-3	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	94.55%	100%	
MR-3	UBL - ADSL Qualified, %		84.62%		86.02%		89.12%		89.74%		a b c d
MR-3	UBL Analog, %		85.64%	98.99%	87.29%	99.08%	80.68%	98.84%	89.02%	97.73%	
MR-3	UBL ISDN Capable, %		100%	100%	100%	100%	100%	100%	94.55%	100%	b d
MR-3	UNE-P, POTS, %	D	83.10%	88.89%	85.45%	92.86%	78.14%	82.35%	87.44%	87.50%	a d
MR-3	UNE-P, POTS, %	ND	95.69%	100%	95.98%	100%	93.12%	100%	97.25%	100%	a b c d
MR-3	UNE-P, Centrex, %	D	78.95%	89.43%	85.19%	90.84%	80.00%	80.28%	90.00%	83.62%	
MR-3	UNE-P, Centrex, %	ND	100%	99.19%	80.00%	97.56%	100%	94.00%	100%	100%	
MR-3	UNE-P, Centrex 21, %	D	82.56%		88.00%		76.04%		85.53%		a b c d
MR-3	UNE-P, Centrex 21, %	ND	100%	100%	97.14%		95.65%		100%		a b c d
MR-4	All Troubles Cleared within 48 Hours										
MR-4	Basic Rate ISDN, %	D	100%		100%		100%		100%		a b c d
MR-4	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-4	Business, %	D	96.41%	100%	96.31%	100%	94.12%	100%	95.80%	100%	a b c d
MR-4	Business, %	ND	98.93%	100%	99.45%	100%	98.71%	100%	99.18%	100%	a b c d
MR-4	Centrex 21, %	D	94.92%	100%	93.65%	100%	92.00%	100%	92.93%	100%	a b c d
MR-4	Centrex 21, %	ND	100%	100%	100%	100%	98.57%	100%	100%	100%	a b c d
MR-4	Centrex, %	D	91.67%		100%		82.86%		92.86%		a b c d
MR-4	Centrex, %	ND	100%		100%		100%		100%		a b c d
MR-4	Line Sharing, %	D	95.00%	100%	95.28%		91.37%		95.26%		a b c d
MR-4	Line Sharing, %	ND	99.19%		99.32%	100%	98.86%		99.33%		a b c d
MR-4	PBX, %	D	90.00%	100%	100%		88.24%		100%		a b c d
MR-4	PBX, %	ND	97.96%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-4	Qwest DSL, %		96.15%		95.70%		97.96%		96.15%		a b c d
MR-4	Residence, %	D	94.87%	96.19%	95.20%	96.83%	91.16%	92.41%	95.21%	94.44%	
MR-4	Residence, %	ND	99.22%	100%	99.30%	100%	98.88%	100%	99.35%	100%	
MR-4	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	
MR-4	UBL - ADSL Qualified, %		96.15%		95.70%		97.96%		96.15%		a b c d
MR-4	UBL Analog, %		96.08%	100%	96.22%	100%	92.96%	99.82%	96.15%	99.77%	
MR-4	UBL ISDN Capable, %		100%	100%	100%	100%	100%	100%	100%	100%	b d
MR-4	UNE-P, POTS, %	D	95.00%	100%	95.28%	100%	91.37%	95.00%	95.26%	90.91%	
MR-4	UNE-P, POTS, %	ND	99.19%	100%	99.32%	100%	98.86%	100%	99.33%	100%	b c d

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IOWA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-4	UNE-P, Centrex, %	D	91.67%	96.85%	100%	97.45%	82.86%	94.94%	92.86%	97.09%	
MR-4	UNE-P, Centrex, %	ND	100%	99.26%	100%	99.64%	100%	99.13%	100%	99.48%	
MR-4	UNE-P, Centrex 21, %	D	94.92%		93.65%		92.00%		92.93%		a b c d
MR-4	UNE-P, Centrex 21, %	ND	100%	100%	100%		98.57%		100%	100%	a b c d
MR-5	All Troubles Cleared within 4 Hours										
MR-5	DS0, %		82.22%		87.20%	0%	87.14%	20.00%	83.46%		a b c d
MR-5	DS1, %		76.05%	50.00%	87.91%	100%	81.84%	66.67%	85.57%	75.00%	a b c d
MR-5	DS3, %		92.86%		85.71%		70.00%		100%		a b c d
MR-5	E911, %		100%		100%						a b c d
MR-5	Frame Relay, %		84.55%		85.84%		77.17%		81.18%		a b c d
MR-5	ISDN Primary, %		83.33%		83.33%		86.67%		92.31%		a b c d
MR-5	LIS Trunk, %		90.00%	100%	100%	100%	88.89%	100%	90.00%	100%	a b c d
MR-5	UBL - 4-wire, %		76.05%		87.91%		81.84%		85.57%		a b c d
MR-5	UBL - DS1 Capable, %		76.05%		87.91%	100%	81.84%	50.00%	85.57%		a b c d
MR-5	UBL - DS3 Capable, %		92.86%		85.71%		70.00%		100%		a b c d
MR-5	UDIT Above DS1 Level, %		92.86%		85.71%		70.00%		100%		a b c d
MR-5	UDIT DS1, %		76.05%		87.91%		81.84%		85.57%		a b c d
MR-6	Mean Time to Restore										
MR-6	Basic Rate ISDN, Hrs:Min	D	3:12		4:01		4:55		8:22		a b c d
MR-6	Basic Rate ISDN, Hrs:Min	ND	1:22		1:40		1:31		2:45		a b c d
MR-6	Business, Hrs:Min	D	16:39	15:53	16:16	3:53	17:32	18:33	15:28	2:10	a b c d
MR-6	Business, Hrs:Min	ND	4:50	0:27	6:28	11:01	6:21	3:35	5:18	1:09	a b c d
MR-6	Centrex 21, Hrs:Min	D	17:33	8:10	17:11	17:04	19:57	17:36	18:06	9:14	a b c d
MR-6	Centrex 21, Hrs:Min	ND	4:54	0:40	5:50	17:49	9:04	1:02	3:11	4:29	a b c d
MR-6	Centrex, Hrs:Min	D	22:43		13:33		25:29		16:18		a b c d
MR-6	Centrex, Hrs:Min	ND	3:54		6:00		2:59		4:46		a b c d
MR-6	DS0, Hrs:Min		2:40		2:02	4:26	2:01	7:05	3:09		a b c d
MR-6	DS1, Hrs:Min		3:03	8:22	2:10	0:59	2:59	3:26	2:47	1:50	a b c d
MR-6	DS3, Hrs:Min		1:23		1:54		2:52		1:41		a b c d
MR-6	E911, Hrs:Min		1:02		0:44						a b c d
MR-6	Frame Relay, Hrs:Min		2:19		2:13		2:56		2:29		a b c d
MR-6	ISDN Primary, Hrs:Min		2:03		1:39		2:18		1:04		a b c d
MR-6	Line Sharing, Hrs:Min	D	19:27	23:31	18:38		21:39		17:49		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-6	Line Sharing, Hrs:Min	ND	7:13		11:03	16:04	8:52		7:25		a b c d
MR-6	LIS Trunk, Hrs:Min		1:31	0:49	1:19	1:41	2:00	2:14	1:06	1:15	a b c d
MR-6	PBX, Hrs:Min	D	20:37	5:30	12:44		22:48		15:05		a b c d
MR-6	PBX, Hrs:Min	ND	4:38	0:28	5:34	2:18	5:24	0:32	3:56	0:32	a b c d
MR-6	Qwest DSL, Hrs:Min		12:18		10:22		8:18		9:03		a b c d
MR-6	Residence, Hrs:Min	D	19:41	15:43	18:49	17:16	21:58	18:31	18:01	16:41	
MR-6	Residence, Hrs:Min	ND	7:31	3:21	11:36	6:15	9:07	6:09	7:40	4:22	
MR-6	UBL - 2-wire, Hrs:Min		2:10	3:25	2:46	2:23	3:04	4:24	4:51	3:01	
MR-6	UBL - 4-wire, Hrs:Min		3:03		2:10		2:59		2:47		a b c d
MR-6	UBL - ADSL Qualified, Hrs:Min		12:18		10:22		8:18		9:03		a b c d
MR-6	UBL - DS1 Capable, Hrs:Min		3:03		2:10	1:32	2:59	4:57	2:47		a b c d
MR-6	UBL - DS3 Capable, Hrs:Min		1:23		1:54		2:52		1:41		a b c d
MR-6	UBL Analog, Hrs:Min		16:17	7:57	16:52	6:36	18:57	7:05	15:32	7:42	
MR-6	UBL ISDN Capable, Hrs:Min		2:10	2:41	2:46	3:04	3:04	4:07	4:51	2:41	b d
MR-6	UDIT Above DS1 Level, Hrs:Min		1:23		1:54		2:52		1:41		a b c d
MR-6	UDIT DS1, Hrs:Min		3:03		2:10		2:59		2:47		a b c d
MR-6	UNE-P, POTS, Hrs:Min	D	19:27	17:16	18:38	11:10	21:39	18:05	17:49	17:54	
MR-6	UNE-P, POTS, Hrs:Min	ND	7:13	8:22	11:03	2:47	8:52	3:28	7:25	0:15	b c d
MR-6	UNE-P, Centrex, Hrs:Min	D	22:43	17:00	13:33	16:19	25:29	19:33	16:18	17:38	
MR-6	UNE-P, Centrex, Hrs:Min	ND	3:54	4:40	6:00	4:28	2:59	5:36	4:46	3:31	
MR-6	UNE-P, Centrex 21, Hrs:Min	D	17:33		17:11		19:57		18:06		a b c d
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	4:54	0:40	5:50		9:04		3:11	1:04	a b c d
MR-7	Repair Repeat Report Rate										
MR-7	Basic Rate ISDN, %	D	23.08%		23.81%		25.00%		28.57%		a b c d
MR-7	Basic Rate ISDN, %	ND	17.65%		29.17%		10.53%		11.43%		a b c d
MR-7	Business, %	D	14.45%	0%	12.25%	100%	11.29%	0%	10.68%	0%	a b c d
MR-7	Business, %	ND	11.94%	0%	9.07%	0%	14.79%	0%	9.47%	0%	a b c d
MR-7	Centrex 21, %	ND	14.88%	66.67%	14.89%	0%	7.14%	0%	10.61%	0%	a b c d
MR-7	Centrex 21, %	D	13.33%	40.00%	11.45%	0%	10.32%	16.67%	20.19%	0%	a b c d
MR-7	Centrex, %	D	4.17%		13.16%		2.78%		7.14%		a b c d
MR-7	Centrex, %	ND	22.22%		12.50%		0%		9.09%		a b c d
MR-7	DS0, %		27.32%		16.67%	0%	20.21%	0%	19.49%		a b c d
MR-7	DS1, %		32.89%	75.00%	39.57%	50.00%	38.32%	33.33%	38.59%	50.00%	a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7	DS3, %		28.57%		57.14%		0%		44.44%		a b c d
MR-7	E911, %		0%		0%						a b c d
MR-7	Frame Relay, %		19.09%		24.78%		27.56%		21.18%		a b c d
MR-7	ISDN Primary, %		8.33%		5.56%		13.33%		15.38%		a b c d
MR-7	Line Sharing, %	D	41.67%	0%	63.64%		44.00%		61.90%		a b c d
MR-7	Line Sharing, %	ND	31.48%		29.58%	0%	35.25%		42.11%		a b c d
MR-7	LIS Trunk, %		30.00%	0%	26.67%	25.00%	33.33%	33.33%	40.00%	25.00%	a b c d
MR-7	PBX, %	D	5.00%	0%	5.56%		17.14%		10.00%		a b c d
MR-7	PBX, %	ND	12.24%	0%	6.25%	0%	23.81%	0%	0%	0%	a b c d
MR-7	Qwest DSL, %		34.62%		37.63%		36.73%		47.44%		a b c d
MR-7	Residence, %	D	14.08%	9.35%	13.01%	7.09%	12.45%	9.21%	13.45%	11.82%	
MR-7	Residence, %	ND	11.68%	14.29%	13.40%	14.81%	12.85%	2.63%	11.50%	13.79%	
MR-7	UBL - 2-wire, %		20.00%	16.67%	26.67%	18.18%	17.14%	27.78%	17.86%	21.43%	
MR-7	UBL - 4-wire, %		32.89%		39.57%		38.32%		38.59%		a b c d
MR-7	UBL - ADSL Qualified, %		34.62%		37.63%		36.73%		47.44%		a b c d
MR-7	UBL - DS1 Capable, %		32.89%		39.57%	0%	38.32%	50.00%	38.59%		a b c d
MR-7	UBL - DS3 Capable, %		28.57%		57.14%		0%		44.44%		a b c d
MR-7	UBL Analog, %		13.48%	11.22%	12.95%	13.76%	12.50%	14.10%	12.82%	14.22%	
MR-7	UBL ISDN Capable, %		20.00%	18.18%	26.67%	12.50%	17.14%	21.05%	17.86%	30.00%	b d
MR-7	UDIT Above DS1 Level, %		28.57%		57.14%		0%		44.44%		a b c d
MR-7	UDIT DS1, %		32.89%		39.57%		38.32%		38.59%		a b c d
MR-7	UNE-P, POTS, %	D	14.10%	6.67%	12.95%	23.81%	12.37%	15.00%	13.24%	27.27%	
MR-7	UNE-P, POTS, %	ND	11.71%	15.38%	12.93%	10.00%	13.03%	10.00%	11.29%	0%	b c d
MR-7	UNE-P, Centrex, %	D	4.17%	11.97%	13.16%	12.65%	2.78%	12.89%	7.14%	11.11%	
MR-7	UNE-P, Centrex, %	ND	22.22%	16.79%	12.50%	15.64%	0%	17.32%	9.09%	17.53%	
MR-7	UNE-P, Centrex 21, %	D	13.33%		11.45%		10.32%		20.19%		a b c d
MR-7	UNE-P, Centrex 21, %	ND	14.88%	50.00%	14.89%		7.14%		10.61%	0%	a b c d
MR-7*	Basic Rate ISDN, %	D	20.00%		26.67%		21.43%				a b c d
MR-7*	Basic Rate ISDN, %	ND	13.33%		10.00%		16.67%				a b c d
MR-7*	Business, %	D	14.38%	0%	11.86%	100%	11.25%	0%			a b c d
MR-7*	Business, %	ND	9.30%		11.98%	0%	15.92%				a b c d
MR-7*	Centrex 21, %	ND	16.88%	66.67%	23.53%	0%	2.94%	0%			a b c d
MR-7*	Centrex 21, %	D	11.11%	40.00%	10.83%	0%	10.08%	16.67%			a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7*	Centrex, %	D	4.55%		11.43%		3.03%				a b c d
MR-7*	Centrex, %	ND	25.00%		0%		0%				a b c d
MR-7*	DS0, %		26.78%		13.79%	0%	20.09%	0%			a b c d
MR-7*	DS1, %		35.14%	100%	42.05%	100%	41.62%	50.00%			a b c d
MR-7*	DS3, %		33.33%		60.00%		0%				a b c d
MR-7*	E911, %		0%		0%						a b c d
MR-7*	Frame Relay, %		18.57%		25.00%		27.91%				a b c d
MR-7*	ISDN Primary, %		14.29%		0%		16.67%				a b c d
MR-7*	Line Sharing, %	D	53.33%	0%	61.54%		47.06%				a b c d
MR-7*	Line Sharing, %	ND	29.73%		33.33%		31.34%				a b c d
MR-7*	LIS Trunk, %		42.86%		16.67%	40.00%	28.57%	50.00%			a b c d
MR-7*	PBX, %	D	0%	0%	6.25%		18.52%				a b c d
MR-7*	PBX, %	ND	18.18%		5.88%	0%	33.33%	0%			a b c d
MR-7*	Qwest DSL, %		36.54%		41.30%		34.52%				a b c d
MR-7*	Residence, %	D	13.94%	9.71%	12.90%	7.32%	12.34%	8.33%			d
MR-7*	Residence, %	ND	12.52%	12.50%	15.68%	16.67%	13.66%	7.14%			b d
MR-7*	UBL - 2-wire, %		16.67%	20.00%	20.00%	11.11%	20.00%	11.11%			a b c d
MR-7*	UBL - 4-wire, %		35.14%		42.05%		41.62%				a b c d
MR-7*	UBL - ADSL Qualified, %		36.54%		41.30%		34.52%				a b c d
MR-7*	UBL - DS1 Capable, %		35.14%		42.05%	0%	41.62%	50.00%			a b c d
MR-7*	UBL - DS3 Capable, %		33.33%		60.00%		0%				a b c d
MR-7*	UBL Analog, %		13.72%	13.62%	13.07%	14.98%	12.42%	14.91%			d
MR-7*	UBL ISDN Capable, %		16.67%	12.50%	20.00%	16.67%	20.00%	15.38%			a b d
MR-7*	UDIT Above DS1 Level, %		33.33%		60.00%		0%				a b c d
MR-7*	UDIT DS1, %		35.14%		42.05%		41.62%				a b c d
MR-7*	UNE-P, POTS, %	D	13.98%	7.14%	12.83%	23.81%	12.26%	15.79%			d
MR-7*	UNE-P, POTS, %	ND	12.07%	0%	15.13%	0%	13.94%	0%			a b c d
MR-7*	UNE-P, Centrex, %	D	4.55%	11.99%	11.43%	12.80%	3.03%	11.84%			d
MR-7*	UNE-P, Centrex, %	ND	25.00%	17.04%	0%	17.74%	0%	17.00%			d
MR-7*	UNE-P, Centrex 21, %	D	11.11%		10.83%		10.08%				a b c d
MR-7*	UNE-P, Centrex 21, %	ND	16.88%	50.00%	23.53%		2.94%				a b c d
MR-8	Trouble Rate										
MR-8	Basic Rate ISDN, %		1.11%	0%	0.83%	0%	0.64%	0%	1.03%	0%	a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8	Business, %		0.74%	0.81%	0.76%	0.40%	0.77%	0.67%	0.57%	0.27%	
MR-8	Centrex 21, %		0.76%	1.27%	0.71%	0.64%	0.62%	1.43%	0.54%	1.43%	
MR-8	Centrex, %		0.27%	0%	0.44%	0%	0.42%	0%	0.32%	0%	a b c d
MR-8	Dark Fiber - IOF, %			0%		0%		0%			a b c d
MR-8	Dark Fiber - Loop, %			0%		0%		0%			a b c d
MR-8	DS0, %		1.02%	0%	0.88%	0.12%	0.98%	0.58%	0.70%	0%	
MR-8	DS1, %		1.68%	1.69%	1.85%	2.56%	2.16%	1.24%	1.27%	1.67%	
MR-8	DS3, %		1.01%		0.50%		0.70%		0.62%		a b c d
MR-8	E911, %		0.08%	0%	0.32%	0%	0%	0%	0%	0%	
MR-8	Frame Relay, %		1.84%		1.90%		2.12%		1.44%		a b c d
MR-8	ISDN Primary, %		0.02%		0.03%		0.02%	0%	0.02%	0%	a b
MR-8	Line Sharing, %		1.62%	0.52%	1.71%	0.52%	1.92%	0%	1.30%	0%	
MR-8	LIS Trunk, %		0.01%	0%	0.02%	0.03%	0.01%	0.01%	0.01%	0.01%	
MR-8	PBX, %		0.17%	0.03%	0.12%	0.03%	0.18%	0.07%	0.08%	0.01%	
MR-8	Qwest DSL, %		1.41%	0%	1.73%	0%	2.83%	0%	1.53%	0%	a b c d
MR-8	Residence, %		1.82%	1.36%	1.93%	1.48%	2.18%	1.82%	1.46%	1.33%	
MR-8	UBL - 2-wire, %		1.11%	0.94%	0.83%	0.83%	0.64%	1.30%	1.03%	0.98%	
MR-8	UBL - 4-wire, %		1.68%		1.85%		2.16%		1.27%		a b c d
MR-8	UBL - ADSL Qualified, %		1.41%		1.73%		2.83%		1.53%		a b c d
MR-8	UBL - DS1 Capable, %		1.68%	0%	1.85%	3.85%	2.16%	20.00%	1.27%	0%	
MR-8	UBL - DS3 Capable, %		1.01%		0.50%		0.70%		0.62%		a b c d
MR-8	UBL Analog, %		1.62%	0.97%	1.71%	1.24%	1.92%	1.32%	1.30%	0.97%	
MR-8	UBL ISDN Capable, %		1.11%	2.32%	0.83%	1.60%	0.64%	3.63%	1.03%	1.84%	
MR-8	UDIT Above DS1 Level, %		1.01%	0%	0.50%	0%	0.70%	0%	0.62%	0%	a b c
MR-8	UDIT DS1, %		1.68%	0%	1.85%	0%	2.16%	0%	1.27%	0%	
MR-8	UNE-P, POTS, %		1.62%	1.60%	1.71%	1.77%	1.92%	1.72%	1.30%	0.74%	
MR-8	UNE-P, Centrex, %		0.27%	0.99%	0.44%	1.00%	0.42%	1.00%	0.32%	0.68%	
MR-8	UNE-P, Centrex 21, %		0.76%	3.17%	0.71%	0%	0.62%	0%	0.54%	1.59%	
MR-8*	Basic Rate ISDN, %		0.55%	0%	0.46%	0%	0.37%	0%			a b c d
MR-8*	Business, %		0.60%	0.67%	0.61%	0.27%	0.65%	0.40%			d
MR-8*	Centrex 21, %		0.58%	1.27%	0.54%	0.64%	0.48%	1.27%			d
MR-8*	Centrex, %		0.21%	0%	0.33%	0%	0.34%	0%			a b c d
MR-8*	Dark Fiber - IOF, %			0%		0%		0%			a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8*	Dark Fiber - Loop, %			0%		0%		0%			a b c d
MR-8*	DS0, %		0.63%	0%	0.53%	0.12%	0.60%	0.58%			d
MR-8*	DS1, %		1.14%	1.27%	1.24%	1.28%	1.49%	0.83%			d
MR-8*	DS3, %		0.43%		0.36%		0.42%				a b c d
MR-8*	E911, %		0.08%	0%	0.24%	0%	0%	0%			d
MR-8*	Frame Relay, %		1.17%		1.28%		1.44%				a b c d
MR-8*	ISDN Primary, %		0.01%		0.02%		0.01%	0%			a b d
MR-8*	Line Sharing, %		1.32%	0.52%	1.41%	0%	1.61%	0%			d
MR-8*	LIS Trunk, %		0.01%	0%	0.02%	0.02%	0.01%	0.01%			d
MR-8*	PBX, %		0.10%	0.01%	0.08%	0.03%	0.11%	0.03%			d
MR-8*	Qwest DSL, %		0.94%	0%	0.85%	0%	1.62%	0%			a b c d
MR-8*	Residence, %		1.48%	1.14%	1.60%	1.24%	1.83%	1.51%			d
MR-8*	UBL - 2-wire, %		0.55%	0.39%	0.46%	0.68%	0.37%	0.65%			d
MR-8*	UBL - 4-wire, %		1.14%		1.24%		1.49%				a b c d
MR-8*	UBL - ADSL Qualified, %		0.94%		0.85%		1.62%				a b c d
MR-8*	UBL - DS1 Capable, %		1.14%	0%	1.24%	3.85%	1.49%	20.00%			d
MR-8*	UBL - DS3 Capable, %		0.43%		0.36%		0.42%				a b c d
MR-8*	UBL Analog, %		1.32%	0.66%	1.41%	0.78%	1.61%	0.94%			d
MR-8*	UBL ISDN Capable, %		0.55%	1.68%	0.46%	1.20%	0.37%	2.48%			d
MR-8*	UDIT Above DS1 Level, %		0.43%	0%	0.36%	0%	0.42%	0%			a b c d
MR-8*	UDIT DS1, %		1.14%	0%	1.24%	0%	1.49%	0%			d
MR-8*	UNE-P, POTS, %		1.32%	1.09%	1.41%	1.54%	1.61%	1.32%			d
MR-8*	UNE-P, Centrex, %		0.21%	0.83%	0.33%	0.81%	0.34%	0.83%			d
MR-8*	UNE-P, Centrex 21, %		0.58%	3.17%	0.54%	0%	0.48%	0%			d
MR-9 Repair Appointments Met											
MR-9	Basic Rate ISDN, %	D					100%				a b c d
MR-9	Basic Rate ISDN, %	ND	100%				100%		100%		a b c d
MR-9	Business, %	D	89.41%	60.00%	87.87%	100%	88.82%	75.00%	85.86%	100%	a b c d
MR-9	Business, %	ND	99.20%	100%	97.80%	100%	98.07%	100%	98.35%	100%	a b c d
MR-9	Centrex 21, %	D	90.83%	100%	90.84%	100%	88.89%	100%	83.65%	85.71%	a b c d
MR-9	Centrex 21, %	ND	98.35%	100%	98.94%	100%	97.14%	100%	98.48%	100%	a b c d
MR-9	Centrex, %	D	79.17%		89.47%		77.14%		92.86%		a b c d
MR-9	Centrex, %	ND	100%		100%		100%		100%		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
		D	94.12%	100%	81.82%		80.65%		83.33%		a b c d
MR-9	PBX, %	ND	100%		100%		95.65%	100%	100%		a b c d
MR-9	PBX, %	D	92.70%	95.33%	93.75%	93.70%	92.52%	93.42%	93.46%	96.36%	
MR-9	Residence, %	ND	98.50%	100%	98.64%	100%	98.94%	100%	99.12%	96.55%	
MR-9	Residence, %	D	92.44%	86.67%	93.32%	100%	92.25%	90.00%	92.89%	90.91%	
MR-9	UNE-P, POTS, %	ND	98.57%	100%	98.55%	100%	98.86%	100%	99.04%	100%	b c d
MR-9	UNE-P, POTS, %										
MR-10	Customer and Non-Qwest Related Trouble Reports										
MR-10	Basic Rate ISDN, %		34.07%		39.19%		37.50%		32.53%		a b c d
MR-10	Business, %		39.49%	45.45%	38.58%	40.00%	38.95%	50.00%	40.58%	33.33%	b c d
MR-10	Centrex 21, %		33.06%	50.00%	40.63%	20.00%	42.18%	30.77%	39.93%	0%	b d
MR-10	Centrex, %		31.25%		28.95%		42.22%		39.06%		a b c d
MR-10	Centrex, %		43.03%		47.25%	0%	39.91%	0%	50.09%		a b c d
MR-10	DS0, %		26.92%	0%	21.27%	14.29%	19.19%	0%	28.71%	0%	a b c d
MR-10	DS1, %		26.32%		12.50%		28.57%		10.00%		a b c d
MR-10	DS3, %		50.00%		20.00%				100%		a b c d
MR-10	E911, %		33.33%		23.13%		29.05%		41.38%		a b c d
MR-10	Frame Relay, %		33.33%		18.18%		21.05%		35.00%	100%	a b c d
MR-10	ISDN Primary, %		47.37%	66.67%	28.57%	11.11%	47.06%	25.00%	62.96%	20.00%	a b c d
MR-10	LIS Trunk, %		31.68%	50.00%	40.48%	60.00%	38.40%	0%	53.25%	66.67%	a b c d
MR-10	PBX, %		45.83%		54.63%		48.60%		60.20%		a b c d
MR-10	Qwest DSL, %		38.41%	41.56%	38.08%	35.29%	38.94%	38.31%	38.70%	35.05%	
MR-10	Residence, %		34.07%	25.00%	39.19%	8.33%	37.50%	35.71%	32.53%	46.15%	
MR-10	UBL - 2-wire, %		26.92%		21.27%		19.19%		28.71%		a b c d
MR-10	UBL - 4-wire, %		45.83%		54.63%		48.60%		60.20%		a b c d
MR-10	UBL - ADSL Qualified, %		26.92%		21.27%	0%	19.19%	14.29%	28.71%		a b c d
MR-10	UBL - DS1 Capable, %		26.32%		12.50%		28.57%		10.00%		a b c d
MR-10	UBL - DS3 Capable, %		38.51%	32.17%	38.12%	32.25%	38.94%	33.41%	38.86%	33.69%	
MR-10	UBL Analog, %		34.07%	8.33%	39.19%	33.33%	37.50%	5.00%	32.53%	23.08%	
MR-10	UBL ISDN Capable, %		26.32%	100%	12.50%		28.57%		10.00%		a b c d
MR-10	UDIT Above DS1 Level, %		26.92%		21.27%		19.19%	100%	28.71%		a b c d
MR-10	UDIT DS1, %		38.51%	28.21%	38.12%	34.04%	38.94%	31.82%	38.86%	35.00%	
MR-10	UNE-P, POTS, %		31.25%	37.65%	28.95%	37.87%	42.22%	34.73%	39.06%	37.69%	
MR-10	UNE-P, Centrex, %		33.06%	33.33%	40.63%	100%	42.18%		39.93%	0%	a b c d
MR-10	UNE-P, Centrex 21, %										

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-11	LNP Trouble Reports Cleared										
MR-11A	within 4 Hours, %		51.52%		44.90%		38.86%		43.55%		a b c d
MR-11B	within 48 Hours, %		99.19%		99.32%		98.86%	100%	99.33%		a b c d
NETWORK PERFORMANCE											
NI-1	Trunk Blocking										
NI-1A	to Qwest Tandem Offices, LIS Trunk, %		0%	0.09%	0%	0%	0%	0%	0%	0%	
NI-1B	to Qwest End Offices, LIS Trunk, %		0%	0%	0%	0%	0%	0.01%	0%	0%	
NI-1C	to Qwest Tandem Offices, LIS Trunk, %		0%	0.23%	0%	0%	0%	0%	0%	0%	
NI-1D	to Qwest End Offices, LIS Trunk, %		0%	0.28%	0%	0.34%	0%	0.01%	0%	0%	
NP-1	NXX Code Activation										
NP-1A	All, %							100%			a b c d
NP-1B	Facility Delays, All, %							0%			a b c d
ORDER ACCURACY											
OA-1	Order Accuracy, % (OP-5++)					99.35%		99.62%		99.48%	a
ORDERING AND PROVISIONING											
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center										
OP-2	Default, %		80.97%	96.94%	75.62%	97.87%	72.08%	98.27%	82.25%	97.82%	
OP-3	Installation Commitments Met										
OP-3	Basic Rate ISDN, %	D	100%						75.00%		a b c d
OP-3	Basic Rate ISDN, %	ND	100%				100%				a b c d
OP-3	Basic Rate ISDN, %		87.50%		85.29%		88.89%		90.63%		a b c d
OP-3	Business, %	D	91.14%	100%	87.95%	100%	90.80%	75.00%	88.87%		a b c d
OP-3	Business, %	ND	98.04%	100%	95.73%	100%	97.26%	100%	98.10%	100%	a b c d
OP-3	Centrex 21, %	ND	98.36%	100%	97.73%	100%	100%	80.00%	100%	100%	a b c d
OP-3	Centrex 21, %	D	84.29%	100%	93.06%	100%	89.55%	100%	82.35%	100%	a b c d
OP-3	Centrex, %	D	86.67%		71.43%		76.19%		76.47%		a b c d
OP-3	Centrex, %	ND	100%		100%		100%		50.00%		a b c d
OP-3	DS0, %	D	50.00%		100%		100%	0%	50.00%		a b c d
OP-3	DS0, %	ND	85.71%		100%	100%	0%	100%		0%	a b c d
OP-3	DS0, %		25.00%		71.43%	100%	75.00%		53.85%		a b c d
OP-3	DS1, %		82.80%	50.00%	74.71%		80.19%	100%	79.12%		a b c d
OP-3	DS3, %		77.78%		73.91%		88.57%		91.18%		a b c d
OP-3	E911, %					100%					a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-3	Frame Relay, %		76.12%		80.00%		77.33%		73.44%		a b c d
OP-3	ISDN Primary, %	D					100%				a b c d
OP-3	ISDN Primary, %	ND					100%		100%		a b c d
OP-3	ISDN Primary, %		67.09%		34.55%		95.24%		73.33%		a b c d
OP-3	Line Sharing, %	ND	99.37%	93.33%	99.48%	100%	99.35%	100%	99.28%	100%	
OP-3	Line Sharing, %	D	92.67%		91.78%		91.88%		90.77%		a b c d
OP-3	LIS Trunk, %		70.00%	100%	87.50%	90.91%	85.71%	100%	100%	100%	a d
OP-3	PBX, %	D	83.33%		100%		82.35%		88.89%	100%	a b c d
OP-3	PBX, %	ND	100%		100%		96.43%		66.67%		a b c d
OP-3	PBX, %		84.00%		74.36%		50.00%		77.78%		a b c d
OP-3	Qwest DSL, %	D	93.22%		90.28%		83.54%		90.63%		a b c d
OP-3	Qwest DSL, %	ND	99.60%		97.93%	100%	99.44%		99.11%		a b c d
OP-3	Qwest DSL, %		83.33%		100%		80.00%		100%		a b c d
OP-3	Residence, %	D	93.07%	87.80%	92.82%	95.08%	92.15%	99.13%	91.36%	97.31%	
OP-3	Residence, %	ND	99.40%	99.75%	99.55%	100%	99.39%	100%	99.30%	100%	
OP-3	UBL - 2-wire, %		89.74%	96.61%	85.29%	98.57%	89.09%	97.22%	88.89%	100%	
OP-3	UBL - 4-wire, %		82.80%		74.71%		80.19%		79.12%		a b c d
OP-3	UBL - ADSL Qualified, %		93.22%		90.54%		83.75%		90.91%		a b c d
OP-3	UBL - DS1 Capable, %		82.80%	100%	74.71%	66.67%	80.19%	60.00%	79.12%	60.00%	a b c d
OP-3	UBL - DS3 Capable, %		77.78%		73.91%		88.57%		91.18%		a b c d
OP-3	UBL Analog, %	D	92.67%								a b c d
OP-3	UBL Analog, %		92.67%	99.12%	91.78%	98.67%	91.88%	97.52%	90.77%	99.26%	
OP-3	UBL Analog, %			60.00%		100%		100%		87.50%	a b c d
OP-3	UBL Conditioned, %		89.74%	96.55%	85.29%	100%	89.09%	85.19%	88.89%	100%	
OP-3	UBL ISDN Capable, %		77.78%		73.91%		88.57%	100%	91.18%	100%	a b c d
OP-3	UDIT Above DS1 Level, %		82.80%		74.71%		80.19%	100%	79.12%		a b c d
OP-3	UDIT DS1, %										
OP-3	UNE-P, POTS, %	D	92.67%	88.89%	91.78%	100%	91.88%	85.71%	90.77%	100%	a b c
OP-3	UNE-P, POTS, %	ND	99.37%	100%	99.48%	100%	99.35%	100%	99.28%	100%	
OP-3	UNE-P, Centrex, %	D	86.67%	94.55%	71.43%	93.98%	76.19%	95.84%	76.47%	92.03%	
OP-3	UNE-P, Centrex, %	ND	100%	97.52%	100%	98.44%	100%	98.36%	50.00%	99.32%	
OP-3	UNE-P, Centrex 21, %	ND	98.36%	100%	97.73%	50.00%	100%	100%	100%		a b c d
OP-3	UNE-P, Centrex 21, %	D	84.29%		93.06%		89.55%		82.35%		a b c d
OP-4	Installation Interval										

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	Basic Rate ISDN, Avg Days	D	12.00						2.00		a b c d
OP-4	Basic Rate ISDN, Avg Days	ND	3.00				0.00				a b c d
OP-4	Basic Rate ISDN, Avg Days		12.72		14.94		9.22		10.63		a b c d
OP-4	Business, Avg Days	D	5.88	5.50	6.24	3.00	6.65	4.00	7.00		a b c d
OP-4	Business, Avg Days	ND	3.46	2.60	5.46	3.00	3.26	3.00	3.67	2.67	a b c d
OP-4	Centrex 21, Avg Days	ND	5.39	5.00	2.96	3.00	2.84	3.50	2.65		a b c d
OP-4	Centrex 21, Avg Days	D	9.48	14.20	9.21	5.00	8.58	5.00	6.08	5.00	a b c d
OP-4	Centrex, Avg Days	D	5.33		5.21		9.14		14.71		a b c d
OP-4	Centrex, Avg Days	ND	3.00				2.50		10.50		a b c d
OP-4	DS0, Avg Days	D	13.00		0.00		13.00	1.00	6.50		a b c d
OP-4	DS0, Avg Days	ND	3.86		5.71	5.00	26.00	4.00		11.00	a b c d
OP-4	DS0, Avg Days		14.80		20.60	4.00	11.00		25.86		a b c d
OP-4	DS1, Avg Days		15.19	19.33	15.66		16.33	17.00	14.00	17.00	a b c d
OP-4	DS3, Avg Days		16.21		15.56		20.08		11.78		a b c d
OP-4	E911, Avg Days					12.00			248.50		a b c d
OP-4	Frame Relay, Avg Days		12.88		18.00						a b c d
OP-4	ISDN Primary, Avg Days	D					3.00				a b c d
OP-4	ISDN Primary, Avg Days	ND	9.00				10.00		4.00		a b c d
OP-4	ISDN Primary, Avg Days		11.71		21.79		11.47		20.32		a b c d
OP-4	Line Sharing, Avg Days	D	6.01		6.29		6.72		6.19		a b c d
OP-4	Line Sharing, Avg Days	ND	3.56	3.00	3.67	3.00	3.59	3.00	3.82	3.00	a
OP-4	LIS Trunk, Avg Days		22.00	21.33	24.00	14.08	27.07	14.16	20.48	35.11	a d
OP-4	PBX, Avg Days	D	9.17		10.86		14.83		3.90	3.00	a b c d
OP-4	PBX, Avg Days	ND	2.00		1.80		2.00		4.00		a b c d
OP-4	PBX, Avg Days		11.89		13.42		20.23	16.00	12.83		a b c d
OP-4	Qwest DSL, Avg Days	D	10.19		7.36		7.13		6.17		a b c d
OP-4	Qwest DSL, Avg Days	ND	9.37		4.88		4.93		4.88		a b c d
OP-4	Qwest DSL, Avg Days		5.33		1.80		4.00		4.60		a b c d
OP-4	Residence, Avg Days	D	6.05	5.17	6.31	3.24	6.74	4.39	5.94	4.21	
OP-4	Residence, Avg Days	ND	3.56	2.91	3.64	2.95	3.60	2.98	3.82	2.96	
OP-4	UBL - 2-wire, Avg Days		12.40	4.34	14.94	3.72	9.04	4.28	9.62	3.86	
OP-4	UBL - 4-wire, Avg Days		15.19		15.66		16.33		14.00		a b c d
OP-4	UBL - ADSL Qualified, Avg Days		10.19		7.24		7.12		6.19		a b c d

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Metric Number	Metric Description	DR	June				July				August				September				Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	UBL - DSL Capable, Avg Days		15.19	6.00	15.66	10.25	16.33	15.50	14.00	14.40			11.78					ab cd	
OP-4	UBL - DS3 Capable, Avg Days		16.21		15.56		20.08											ab cd	
OP-4	UBL Analog, Avg Days	D	6.01															ab cd	
OP-4	UBL Analog, Avg Days		4.84	6.29	4.45	6.72	4.88	6.19	4.96									ab cd	
OP-4	UBL Conditioned, Avg Days		10.20		7.71		7.71		4.00									ab cd	
OP-4	UBL ISDN Capable, Avg Days		12.40	4.55	14.94	4.31	9.04	4.96	3.77									ab cd	
OP-4	UDIT Above DSL Level, Avg Days		16.21		15.56		20.08	2.50	11.78									ab cd	
OP-4	UDIT DSL, Avg Days		15.19		15.66		16.33	6.00	14.00									ab cd	
OP-4	UNE-P, POTS, Avg Days	D	6.01	6.22	6.29	4.83	6.72	3.57	6.19	3.00								ab c	
OP-4	UNE-P, POTS, Avg Days	ND	3.56	2.93	3.67	2.98	3.59	2.83	3.82										
OP-4	UNE-P, Centrex, Avg Days	ND	3.00	4.72		4.81	2.50	4.68	10.50	3.92									
OP-4	UNE-P, Centrex, Avg Days	D	5.33	6.10	5.21	7.02	9.14	6.47	14.71	6.08									
OP-4	UNE-P, Centrex 21, Avg Days	ND	5.39	5.00	2.96	4.00	2.84	3.00	2.65									ab cd	
OP-4	UNE-P, Centrex 21, Avg Days	D	9.48		9.21		8.58		6.08									ab cd	
OP-5	New Service Installation Quality																		
OP-5	Basic Rate ISDN, %		93.94%		97.44%		95.56%		93.48%									ab cd	
OP-5	Business, %		88.47%	87.50%	88.66%	100%	88.19%	83.33%	90.35%	100%								ab cd	
OP-5	Centrex 21, %		65.97%	100%	66.67%	100%	72.00%	88.89%	80.65%	100%								ab cd	
OP-5	Centrex, %		72.22%		68.75%		73.68%		81.82%									ab cd	
OP-5	DS0, %		53.33%	100%	87.50%	100%	75.00%	100%	46.67%	100%								ab cd	
OP-5	DS1, %		96.23%	100%	95.88%	100%	93.69%	100%	96.25%	100%								ab cd	
OP-5	DS3, %		100%		100%		100%		98.18%									ab cd	
OP-5	E911, %		100%	100%	100%	100%	100%	100%	100%									ab cd	
OP-5	Frame Relay, %		88.76%		97.06%		90.41%		92.11%									ab cd	
OP-5	ISDN Primary, %		100%		98.21%		100%		98.89%									ab cd	
OP-5	Line Sharing, %		88.36%	94.12%	87.17%	96.67%	87.74%	100%	91.20%	100%									
OP-5	LIS Trunk, %		94.12%	100%	93.10%	72.73%	96.00%	100%	96.77%	100%								a	
OP-5	PBX, %		79.17%	100%	89.71%		89.87%	100%	96.30%	100%								ab cd	
OP-5	Qwest DSL, %		99.94%	100%	99.89%	100%	100%	100%	99.94%									ab cd	
OP-5	Residence, %		88.35%	96.18%	87.05%	97.53%	87.71%	96.74%	91.27%	97.17%									
OP-5	UBL - 2-wire, %		93.94%	98.57%	97.44%	95.65%	95.56%	94.67%	93.48%	94.12%									
OP-5	UBL - 4-wire, %		96.23%		95.88%		93.69%		96.25%									ab cd	
OP-5	UBL - ADSL Qualified, %		98.39%		97.14%		100%		98.68%									ab cd	

Federal Communications Commission

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IOWA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5	UBL - DS1 Capable, %		96.23%	100%	95.88%	100%	93.69%	60.00%	96.25%	100%	a b c d
OP-5	UBL - DS3 Capable, %		100%		100%		100%		98.18%		a b c d
OP-5	UBL Analog, %		59.36%	97.88%	55.65%	97.17%	52.29%	97.79%	65.17%	98.27%	
OP-5	UBL ISDN Capable, %		93.94%	87.88%	97.44%	93.33%	95.56%	93.33%	93.48%	95.45%	
OP-5	UDIT Above DS1 Level, %		100%		100%		100%	100%	98.18%	100%	a b c d
OP-5	UDIT DS1, %		96.23%	100%	95.88%		93.69%	100%	96.25%	100%	a b c d
OP-5	UNE-P, POTS, %		88.36%	94.44%	87.17%	95.91%	87.74%	95.90%	91.20%	93.65%	
OP-5	UNE-P, Centrex, %		72.22%	89.99%	68.75%	92.13%	73.68%	91.58%	81.82%	92.56%	
OP-5	UNE-P, Centrex 21, %		65.97%	85.71%	66.67%	100%	72.00%	100%	80.65%	100%	a b c d
OP-5*	Basic Rate ISDN, %		95.45%		100%		95.56%				a b c d
OP-5*	Business, %		90.29%	87.50%	90.61%	100%	89.70%	83.33%			a b c d
OP-5*	Centrex 21, %		73.61%	100%	76.19%	100%	80.80%	88.89%			a b c d
OP-5*	Centrex, %		77.78%		81.25%		73.68%				a b c d
OP-5*	DS0, %		66.67%	100%	93.75%	100%	87.50%	100%			a b c d
OP-5*	DS1, %		97.43%	100%	97.36%	100%	95.52%	100%			a b c d
OP-5*	DS3, %		100%		100%		100%				a b c d
OP-5*	E911, %		100%	100%	100%	100%	100%	100%			a b c d
OP-5*	Frame Relay, %		91.01%		98.53%		90.41%				a b c d
OP-5*	ISDN Primary, %		100%		98.21%		100%				a b c d
OP-5*	Line Sharing, %		90.63%	94.12%	89.49%	100%	89.97%	100%			d
OP-5*	LIS Trunk, %		94.12%	100%	93.10%	72.73%	100%	100%			a d
OP-5*	PBX, %		95.83%	100%	92.65%		93.67%	100%			a b c d
OP-5*	Qwest DSL, %		99.94%	100%	99.89%	100%	100%	100%			a b c d
OP-5*	Residence, %		90.66%	96.84%	89.40%	98.09%	89.99%	97.19%			d
OP-5*	UBL - 2-wire, %		95.45%	98.57%	100%	95.65%	95.56%	96.00%			d
OP-5*	UBL - 4-wire, %		97.43%		97.36%		95.52%				a b c d
OP-5*	UBL - ADSL Qualified, %		98.39%		97.14%		100%				a b c d
OP-5*	UBL - DS1 Capable, %		97.43%	100%	97.36%	100%	95.52%	60.00%			a b c d
OP-5*	UBL - DS3 Capable, %		100%		100%		100%				a b c d
OP-5*	UBL Analog, %		67.29%	98.75%	63.67%	98.61%	60.98%	98.76%			d
OP-5*	UBL ISDN Capable, %		95.45%	90.91%	100%	96.67%	95.56%	93.33%			d
OP-5*	UDIT Above DS1 Level, %		100%		100%		100%	100%			a b c d
OP-5*	UDIT DS1, %		97.43%	100%	97.36%		95.52%	100%			a b c d